



*Thomas P. Meissner Jr.*

Sr. Vice President  
Chief Operating Officer

November 17, 2005

Paula L. Brown  
Verizon  
185 Franklin Street, Room 180  
Boston, MA 02110

Dear Polly:

I received your letter of November 7, 2005 and have reviewed it with our operational people. We are more than willing to continue discussions in the hopes of achieving mutual satisfaction, though at this point we seem to be making little progress. Since the New Hampshire Public Utilities Commission has now opened an investigation into joint pole issues, we also anticipate that these issues will be explored as part of that proceeding. I would, however, like to clarify three areas where I do not agree with what was characterized in your letter.

- I did not indicate that \$7000 in payments for tree trimming is incorrect. I stated that this does not represent 25% of annual maintenance tree trimming costs. As we've stated all along, Verizon is not sharing in the costs of maintenance tree trimming. The \$7000 bears this out.
- With regard to a perceived inconsistency between my letter and Bob's statements at our meeting, I believe you have taken one very small part of the discussion out of context, and overstated it. We discussed issues of both equity (fairness) and service levels to customers. I do not recall any statement by Bob that emphasized fairness over timeliness and customer service.
- With respect to pole inspections, the fact remains that Verizon has not complied with the IOP. Four Unitil representatives were present at the operational meetings, and meticulous meeting minutes were kept. We all heard the same thing. It was clearly stated that Verizon does not conduct pole inspections or treat or replace poles on a defined schedule. Verizon's representatives were not even aware that a specific inspection interval is specified in the IOP. After reviewing the IOP at the table, it was plainly acknowledged that Verizon is not doing what is specified in the IOP.

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I too am sorry that we are where we are in our discussions. When we embarked on meetings between our companies a year ago, everyone had high hopes that an on-going dialog would translate into improved operational relationships, and that procedural improvements would benefit customers. After a year of meetings and dialog, we do not seem to be any further along than when we started. Instead, it seems we're at a point where we're simply trading punches and compiling a paper trail to refute objectionable facts and allegations. Perhaps the commission proceeding will provide a more constructive venue to explore and resolve our differences. We are willing, however, to continue to work together on outstanding issues including tree trimming invoices in the hopes of reaching a satisfactory resolution.

Sincerely,

A handwritten signature in black ink, reading "Thomas P. Meissner Jr." with a stylized flourish at the end.

Thomas P. Meissner Jr.  
Sr. Vice President, Chief Operating Officer